

At the Center

Committed to Quality Care & Courteous Service

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A Message of Thanks from Pete Delgado,
Chief Executive Officer, 2003-2012

Slice of Heaven!

As many of you know, I have resigned and will be leaving LAC+USC Medical Center at the end of November. My decision to leave Los Angeles County was made after long and careful consideration of factors affecting LAC+USC Medical Center, my family and my career.

As the leader of LAC+USC Healthcare network for almost ten years, it has afforded me to the opportunity to make a considerable contribution to my career and professional development and I hope that I have likewise contributed during this time of growth and development at LAC+USC.

I want to take this opportunity to thank everyone for your continued support and encouragement during my tenure here. I feel privileged to have worked side by side with some of the best minds and biggest hearts in our healthcare industry.

One of many measures of success of a leader is how one leaves an organization. I feel proud of what we've accomplished. We've developed a great team of leaders and have significantly improved our value to our community. Some of the highlights include:

- ◆ *Successful move from the Historic General Hospital to our NEW State of the Art Medical Center;*
- ◆ *Joint Commission Quality Composite Score of 97%, categorized by the Joint Commission as a high Performing hospital;*
- ◆ *Best in Class for Trauma, Burn, Neurosurgery, Orthopedics, Ophthalmology, Colorectal, Pathology, Radiation Therapy, Radiology, Pediatric Village and our Emergency Department;*
- ◆ *Center of Excellence in Asthma, Diabetes Management, Epilepsy, Cancer and Urology.*

You all are AWESOME!! Your hearts and minds are always in the right place . . . focused on providing the BEST care to our patients.

I will miss you all and wish you continued success . . . It certainly has been a **Slice of Heaven!**



Christmas Island

By Lydia Lam, M.D.

Assistant Professor Clinical Surgery, Dept Surgery Acute Care/Trauma

Dr. Lam was on a medical team that went to this small island territory governed by Australia in the Indian Ocean that is well known for their phosphate mining history. This is her story.

The trip began for me when I first learned that Pacific Island Medical aid was looking for surgeons to send to Christmas Island. This was an exciting opportunity that I looked forward to from the moment the trip was confirmed. For the few months prior to our departure, the situation unfolded itself as a small island needing desperate medical aid. There were a few pictures shared with us from prior physicians who had gone to the island where the working conditions were daunting. As we neared our departure, my excitement started to increase as the medical team started to line up the potpourri of cases for us when we would get to the island.

We departed LAX on June 4th and landed in Honolulu. There we met Carlton Smith, our tour guide and host for the week. It was clear that he had our well-being in mind and would make our work on the island very successful. Our flight the next morning was about 3 hours long and we were all very excited to see the tropical paradise. As we landed, we caught a glimpse of a beautiful lagooned island with clear blue waters everywhere. After landing, we were treated to wonderful VIP welcome that coincided with a visit by the Minister of Health. It was enlightening to hear the Minister's plans for the island and the impending new building for the hospital. (*Cont'd page 2*)

LAC+USC Receives Bronze Medal of Honor for Organ Donations!

By Glenn M. Matsuki

Donation Development Coordinator, OneLegacy

The U.S. Department of Health and Human Services (HHS) will recognize LAC+USC Medical Center for high organ donation rates and will award the facility the Bronze Medal of Honor at the National Learning Congress.

Dr. Peter Gruen, Chair of the Organ & Tissue Oversight Committee and Dr Lydia Lam represented the facility in Texas and accepted this award.

(*Cont'd page 2*)

Christmas Island, Cont'd

During the week, we performed cases that included repairing of a rectovaginal fistula, removal of a large ovarian cyst, removal of a right thyroid, an inguinal hernia repair, assisted in a couple of caesarean sections and removal of a hydrocele. However, it was not the cases that made our trip memorable but rather the people and the need for medical assistance. The rectovaginal fistula patient is a young woman in her early 20s who has had 2 beautiful children. However, after the delivery of her first child 4 years ago she developed the fistula. This was the result of a traumatic child birth leaving damaged tissue behind. Her fistula resulted in uncontrolled stool drainage. In an environment without good sanitary conditions, it was very difficult for her to be clean and take care of her children. The strength of the people and the need for specialized medical care is evident when this young woman and her family stayed in an outdoor tent for 3 months awaiting our arrival hoping we would be able to repair the fistula.

The conditions we saw in the photos prior to our arrival were accurate. The operating room was not well equipped. The surgical instruments, though adequate, were not many. Medical waste was also an issue on the small island but Pacific Islands Medical Aid (PIMA) is working with the island for proper waste disposal.

The hospitality of the staff was never ending. Despite the limited supplies, the hospital staff made it work and were a well-trained team for the environment. Although we were there for a week, we had an equal amount of time eating, learning about the islands and enjoying the company of the hospital staff. At the end of the week, we realized that we had made friends for life.

Personally: the trip for me was invigorating and reaffirmed my decision to be in medicine.

Working in a competitive environment with many political and non-medical stressors can make one lose sight of the point of medicine. After a week of pure medical practice and seeing resolution of the patient's medial problems was a rewarding experience and refreshed my drive to better my own practice. More importantly, the gratitude and relief seen in the patient's faces allowed me to know that I had the privilege to make at least these people's lives better. I am hoping that the opportunity will arise again for me to journey to this part of the world and continue to contribute to the care of these warm and grateful islanders. In the meantime, I will be assisting PIMA in any way

possible to provide well rounded care of the people on Christmas Island.

(*Trauma surgeons Dr. Jennifer Smith (at left) and Dr. Lydia Lam removing a growth from a young island woman*)



while PIMA volunteer anesthesiologist Dr. Shalina Sharma peers over the curtain as local physician Dr. Harry Tong looks on

Bronze Medal Organ Donations, Cont'd

HHS named 22 hospitals in the seven-county greater Los Angeles area as meeting standards for excellence in organ donation. The honor is awarded in three categories of Gold, Bronze and Silver to hospitals with a minimum of eight potential organ donors during a 24-month period from April 2010 to March 2012. Out of approximately 3,000 hospitals nationwide, preliminary data released by HHS shows 679 hospitals were eligible for a Medal of Honor this year, with 398 receiving awards.

The awards ceremony will take place at the 7th National Learning Congress for the Donation and Transplantation Community of Practice in Texas on October 4 & 5, 2012. LAC+USC will be recognized for a total of 194 organs recovered for transplant resulting in 180 recipients of these organs who now have a second chance at a healthy life.

ALOHA! The Bi-annual Employee Recognition Ceremony

By Fernando Bravo, MPH, CHES

Director, Community Relations



With island style decorations, leis and relaxing dance entertainment of a Hawaiian luau, this summer's Bi-Annual Employee Recognition Ceremony recognized 208 employees *At The Center!* These employees were honored for reaching milestone anniversaries of 20, 30, 35, 40, 45 and one very golden 50 years of County Service. Many of these employees have served their whole County careers at LAC+USC Medical Center with a never ending commitment to our patients.

Topping the list at this event was Patricia L. Flynn, RN. She celebrated 50 years of County service and is known by her co-workers as a "very dedicated worker" who shares her wealth of experience with new employees. Ms. Flynn works in the Medical Intensive Care Unit on the fourth floor of the Inpatient Tower and often shares stories about how nursing was done in past decades. Memories range from how nurses would give up their seats to doctors to the many changes in technology. Here are a few milestones when Ms. Flynn started her career:

John F. Kennedy was President; The Twist was the dance of the decade; gas was 31cents per gallon; and the average cost of a new car was \$6,670. What an amazing accomplishment! The LAC+USC Medical Center family wants to thank Ms. Flynn for her amazing nursing career that spans half a century. In addition, the Medical Center family wants to commend all of honorees for their 20, 30, 35, 40 and 45 years of service. Mahalo!

"County health service is by far the most emotionally gratifying work an individual can do for their community"

**-David Cochran,
On-Site HR Manager**

PROPPR Study

By Kenji Inaba, M.D., FRCSC, FACS

Associate Professor Surgery, Dept Surgery, Div. Trauma & Surgical Critical Care

LAC+USC Medical Center will be one of many nationwide sites that will participate in the Pragmatic, Randomized, Optimal Platelet and Plasma Ratios (PROPPR) trial that will examine blood products ratios in massive transfusion to learn what ratios are associated with improved survival. Dr. Inaba will be the Principal Investigator overseeing the study that will enroll patients upon admission to our facility. Read more about this groundbreaking project happening At The Center!!

What is the PROPPR study?

The purpose of the PROPPR study is to learn which combination of blood products given to trauma patients during a Massive Transfusion will improve their survival. The two blood transfusion combinations are: a) 1 unit of red blood cells: 1 unit of plasma: 1 unit of platelets; or b) 2 units of red blood cells: 1 unit of plasma: 1 unit of platelets. Both combinations are in widespread clinical use across the United States.

Why do this study?

The knowledge gained from this study will likely change the way patients who are severely bleeding are transfused. The study may also help lower the amount of preventable deaths resulting from shock from severe blood loss.

Who will be included?

People who are 15 years or older and traumatically injured and need a MT to save their lives and people who meet the entry criteria will be randomly enrolled, like flipping a coin, into one of the two study groups: 1. those that get a 1:1:1 ratio of Red blood cells to Fresh Frozen Plasma to Platelets or 2. those that get a 2:1:1 ratio of Red blood cells to Fresh Frozen Plasma to Platelets.

Everyone in the study will be given the standard medical care for traumatic injury. In addition, several blood samples will be taken to test how blood clots after a severe injury. Patients will receive a phone call for their 30-day follow up if they are discharged beforehand.

What are the benefits?

Because we do not know which treatment is best for treating MT patients, a person enrolled in the study may not benefit from being placed in one study group over the other. Based on the information we get from this study, people who have a MT in the future may benefit from what is learned from this study.

What are the risks?

A patient should not expect any extra risks from being in the study, as your injuries required that you receive a Massive Transfusion. The risks are the same whether or not you are in the study.

What if I do not want to be included in the study?

If you decide you don't want to be included if you were injured, call us or send us an e-mail with your contact information and a bracelet with the words "PROPPR 0" will be sent to you. You will need to wear this bracelet at all times throughout the study period (about 2 years), or else you could be enrolled in the PROPPR study if you suffer a traumatic injury and are treated at LAC+USC. Cards for your wallet also exist, but your wallet may not be with you when you're taken to LAC+USC.

If you do not take part in the study, you will receive the standard medical treatment provided for traumatic injuries at LAC+USC.

How is enrollment in PROPPR different from other studies?

Normally, researchers ask the patient, legal guardian or surrogate for consent before a patient is enrolled into a study. Because a patient with a serious injury will not be able to give consent when they arrive at LAC+USC, the surgeons will enroll patients into the study without getting consent. This is called, "Exception from Informed Consent" (EFIC). We will contact a legal guardian or surrogate as soon as possible to tell them about this study and get their permission for the patient to remain in the study. You can choose to drop out of the study at any time.

Where can I learn more about the study and or share my opinions?

Before the study begins, study team members will be visiting the various colleges, Farmer's Markets and other community gatherings around LAC+USC to provide information, answer questions and get community members' thoughts and feelings about the study. You can review the website at www.surgery.usc.edu/acute-care/propprstudy.html. Or call 323-6960-USC.



**Come to Employee Health 7am-5pm for vaccinations, Outpatient Building, 5P1.
Call 323-226-5236 for a location near you.**

Whoomp, here it is:

The New URGENT CARE CENTER!

By Marie V. Conti, M.D., Department of Emergency Medicine
Urgent Care Center Medical Director

UCC (Urgent Care Center) is the new name of the former UADC that has restructured and moved locations to meet the needs of our patients and families in preparation for Healthcare Reform. On August 4, 2012 the Urgent Access and Diagnostic Center (UADC), moved to the 2nd Floor of the Clinic Tower (A2B).

The **UCC** opened for business on August 6, 2012 and hours of operation are 8:00 a.m. to 8:30 p.m., Monday through Saturday.

Moving the **UCC** allowed the Department of Emergency Medicine to streamline the patient flow process and to consolidate the former UADC operations that once functioned separately as a result of the physical constraints in the Outpatient Building. Some of the benefits of the relocation include closer proximity to the Emergency Department (ED) and Diagnostic Services. The new **UCC** has the capacity to help the ED decompress the patient volume during peak hours. Low acuity patients who present to the ED are referred to the new UCC for evaluation and treatment.

In addition, the new **UCC** is starting a pilot project entitled the Episodic Care Clinic (ECC). The purpose of the ECC is to treat patients without an assigned primary care medical home that have a medical illness which may require only 2-3 visits to resolve. This clinic is run by the **UCC** Internal Medicine Physicians who enroll ECC patients to continue in their medical diagnosis, referral and treatment. The goal of the pilot project is to redirect patients to alternate medical care settings as opposed to utilizing the ED for primary care services. All patient populations seen in the **UCC** and ECC are strictly by referral from the ED.

Future goals for the **UCC** include an increase in operational efficiency and patient volumes as well as the ability to see unscheduled walk-in patients. Additional updates on forthcoming phases will be announced in the newsletter. Thanks to all for the move and more to come!

Adopt-A-Family's Toy Drive

By Rose O. Lizcano

Administrator, Patient, Guest Relations and Volunteer Services

Once again, the holiday season is quickly approaching. Every year the Patient Relations , Guest & Volunteer Services department proudly sponsors the Adopt-A-Family program with the help of dedicated donors and the National Charity League of San Marino. For the past 32 years, the Adopt-A-Family program has filled the hospital's auditoriums with the blissful sound of childhood laughter, as overjoyed

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To submit stories, please email Phillip Moore at phmoore@dhs.lacounty.gov

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Shepard Fairey Mural Unveiling

By Phillip L. Moore III

Chair, the Arts Program

"With a Little Help from my Friends" was unveiled August 16th by artist Shepard Fairey in LAC+USC Medical Center's Pediatric Department. This is the first of several art installations in collaboration with the Arts Program and the Art of Elysium. The Art of Elysium is a children's charity that provides art, music, theatre, dance and many community events for pediatric patients in various hospitals throughout Los Angeles County. Jennifer Howell, the founder of Art of Elysium, has a mutual philosophy that is shared with LAC+USC to restore health and well being to children and families.

The mural in the hallway of the 8th floor was magical for patients, family members and staff. The County Arts Commission, County Counsel, the LAC+USC Arts Council, the Pediatric Department staff and local gallery curators were just a few of the well wishers who supported this very uplifting project.

The mural promotes a sense of well-being for patients and families as they begin their journey toward a better quality of life."

-Maria Tomé, CCLS
Director, Child Life Program



L-R, Pete Delgado, Jennifer Howell, Amanda Fairey, Shepard Fairey (*artist*), Dr. Stephanie Hall, Phillip Moore.

Toy Drive Cont'd

children anxiously race to unpack their "Santa bags" full of gifts. The program provides medical center patients, referred by social workers, with toys, clothes, blankets, and school supplies. Each year over 1,400 children receive gifts from the Adopt-A-Family program, but more importantly they receive the warm message that they are cared about and remembered during the holiday season.

We would like to invite all employees to assist in bringing cheer to these families by participating in our first annual toy drive. Beginning October 15, 2012 to November 30, 2012 there will be containers placed throughout the medical center where employees can drop off new, unwrapped toys, clothing, blankets and school supplies, for children up to 17 years old. Employees can rest assured that their donations will not only touch the hearts of the children they go to, but also those of their parents, who are always rejoiced to see the smile that the gifts put on their children's faces.

Call Coco Ceja, Director of Volunteers at ext. 96955 for information.